

Help Desk Certification Program



Course Descriptions

Unit I - Week 1 - Introduction to the IT Industry & Troubleshooting

Module 1: The Information Technology Industry Overview

The information technology industry plays a unique role in helping companies conduct their businesses in the modern era. Industry participants must be highly competitive to provide the latest technological advances. It provides value to customers by embracing new trends, such as cloud computing, virtualization, and mobile application solutions to keep their customers ahead of the competition. It must also be sensitive to changing customer needs and be driven by new business opportunities as they emerge. Although the industry is continually challenged by intense competition, cost pressures, emerging markets, and security threats, industry players provide solutions through innovation, outsourcing, and strategic mergers and acquisitions to enhance their businesses, while improving the way people access and use information throughout their professional and personal lives.

This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the information technology industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the information technology industry and its business drivers, and review the key aspects of the industry business model, its competitive environment and the current trends in the industry. Finally this course outlines some key challenges that this industry is facing and presents common strategies that the industry stakeholders are adopting to overcome its challenges.

Module 2: A Practical Approach To Troubleshooting

There is a practical approach to troubleshooting PC, security, mobile OS, and application issues. Starting with the actual symptom, different tools and scenarios are explored to resolve the issue. In this course, you will learn about troubleshooting PCs, security, mobile OSs, and applications, along with the steps, tools, and solutions you can use to fix them

Unit II - Week 2 - Hardware Basics

Module 1: Portable Computer Hardware

Laptops and other portable computers function the same as a desktop computer, but have an entirely different set of requirements when designing and installing components for them. In this course, you will learn about the different types of computer hardware that can go into a portable computer. The course describes computer hardware that is specialized for a portable computer like a laptop.

Module 2: Peripheral Devices

Computers can perform a wide variety of tasks, but often require specialized peripheral devices to make it happen. Learn what peripherals are used for what features, to unlock the full power of your computer. This course covers peripheral devices, describing all of the different hardware that can be connected to your computer, and all of the features and functions they have.

Module 3: Broadband Routers

Many small and home offices use a broadband router as both their Internet connection and networking solution. It's important that you're taking full advantage of the options available to get the best possible (and safest possible) use out of that router. This course teaches how to install and configure a broadband router in a small office or home office scenario.

Unit III: Week 3 - Microsoft Windows Part 1

Module 1: Microsoft Windows 10: First Look: Configuration

In order to unlock the full potential of the new features of Microsoft Windows 10, you need to understand how to use the features as well as the configuration options available. This course provides information on how to access the features configuration menus, and how to set them up for use. This course is one of a series that provides a first look at the new Windows 10 operating system.

Module 2: Microsoft Windows 10: Supporting Operating System and Application Installation

It's important to decide on an effective strategy for installing the Microsoft Windows 10 operating system and applications on PCs and other devices. This course covers installation and



configuration procedures for the Windows 10 operating system as well as Desktop and cloud apps. This course is one in a series of courses for the Supporting Windows 10 learning path.

Unit IV - Week 4 - Microsoft Windows Part 2

Module 1: Windows Interaction and Personalization

This course covers information related to interaction and personalization of a Windows operating system. In this course, you will learn the basics of User Accounts and Profiles. You will also learn about many of the ways to interact with Windows and personalize settings within the OS.

Module 2: Adding Hardware to Windows Storage Options

This course will cover the installation process of hardware and the accompanying software that is needed to integrate the hardware into the Windows operating system, as well as a breakdown of storage options available within the Windows operating system. In this course, you will learn about the installation of hardware, such as printers and hard disk drives, into the operating system including its drivers. You will also learn about managing the device from the Windows operating system, and storage options.

Unit V - Week 5 - Networking Fundamentals

Module 1: Internet Connections

Connecting to the Internet is of vital importance in today's world. There are a lot of different ways to do it, and it's important to know which option is the best for your situation. This course discusses the different options for connecting to the Internet, and how to make the best use of them. It also introduces some basic troubleshooting methodology that can be used if your connection isn't fully functional.

Module 2: Introduction to Networking

In a connected world, being able to get your computer connected is of paramount importance. There are a lot of different types of networks and network devices, and this will give you an overview of all of them. This course will teach you to identify different types of networks and network devices, and learn about basic network functionality.

Module 3: Networking Fundamentals: Configuring Wired and Wireless Networks and Firewalls

Networking provides a way for devices and users within a network to be able to communicate and share data. In order to understand how networks function, you need to start at the beginning and learn the fundamental building blocks of networks and how data travels from one point to another. In this course, you'll learn about the fundamental protocols, IP addressing, and network settings for devices to communicate. You'll also learn how to configure and setup network cards, routers and firewalls, as well as how to configure a wireless network.

Unit VI - Week 6 - Troubleshooting Basics

Module 1: Common Troubleshooting and Security Practices

This course covers troubleshooting and security principles along with security practices commonly implemented within an IT infrastructure. In addition, you'll explore software and physical security, data destruction and disposal, as well as wireless network security. Finally, the course will cover an introduction to the troubleshooting methodology.

Module 2: Troubleshooting Peripheral and Mobile Devices

Computer peripherals and mobile devices have a lot in common when troubleshooting these devices. Knowing how these devices should work and identifying common problems is part of maintenance.